

UNITED STATES OF AMERICA
NATIONAL TRANSPORTATION SAFETY BOARD

In the Matter of:)
)
)
SS NORWAY) DCA 03 MM 032
)

Miami, Florida

Friday
June 6, 2003

The above-entitled matter came on for the Interview of Carolina Clareho (phonetic), pursuant to Notice.

APPEARANCES:

For the National Transportation Safety Board:

JIM WALSH

For the United States Coast Guard:

JUAN TORRES

For Norwegian Cruise Lines:

JOHANNAS KERSON (phonetic)

Also Present:

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1 P R O C E E D I N G S

2 BY MR. WALSH:

3 Q You heard people talking, see the security
4 guard, you get dressed, took a shower and got dressed?

5 A No, no chance for a shower.

6 Q Didn't take a shower, got dressed, didn't see
7 any passengers, lights are still on.

8 A When I went out there. No, I don't remember
9 the lighting.

10 Q You don't remember. You get to your work
11 station and there's --

12 A I go to the information desk.

13 Q The information desk, there's a night person
14 there. She's on the phone, you don't know she's --
15 she's talking to passengers, but you don't know about
16 what. Your two senior and your junior person show up
17 and then you go and get your clip boards and we're
18 getting where you got your clip boards from. Where did
19 you get your clip boards from at your muster stations?
20 You're a team zone leader.

21 A Answering some phone and I went to assist the
22 hotel director's office when all the clip board arrived
23 for the zone leaders.

24 Q So zone leaders' clip boards are at the hotel
25 director's --

1 A Assistant hotel director.

2 Q Assistant hotel director's office.

3 A Yes.

4 Q Who do you report to?

5 A I report to the hotel director, but the ones
6 that get the information from us is the Services.

7 Q So on the org chart you report to the hotel
8 director for the ship. So you got your clip boards,
9 and it's plural, there are more than one that you get?

10 A I get one clip board for zone leader and I
11 get three for my assistants, so I got total of four
12 clip boards.

13 Q And is the same information on all four clip
14 boards?

15 A Yes, because is covering our zones, but each
16 of them, they check specific.

17 Q Who are you checking in your zones?

18 A I don't check, because I am zone leader, so I
19 just tell my assistants one go all the way up and then
20 go to --

21 Q Are they checking crew or guests?

22 A No guests. Guests no, because guests are in
23 the muster stations, is only checking crew.

24 Q So these three assistants are checking the
25 crew throughout zone four?

1 A Zone four, that is stair tower three.

2 Q In stair tower three and they report back to
3 you?

4 A Mm-hmm. They tell me who is missing, so
5 those I -- they may not for their zone, but they're not
6 mine, I collect all the information and then I go to
7 the hotel director's office and I report to the
8 services coordinator and she reports to the hotel
9 director to check who is missing.

10 Q And then the hotel director reports to who?

11 A He calls the bridge.

12 Q Was the hotel director down there?

13 A Yes. All of us. All of us, I didn't miss a
14 one. Well, at the time that they check a few people
15 was missing from our zones.

16 Q Crew members.

17 A Yes. But (inaudible).

18 Q So you and your three were all there. You're
19 on station, you've mustered your crew members. Now
20 what happens?

21 A So we stay there, we report to them so I gave
22 back the clip boards and we're there just in standby
23 for what else. And then --

24 Q I don't know what else, you have to tell me
25 what else.

1 A Okay. Some of us, we still have the life
2 jacket on, which just we wear because there is no place
3 to put it, you've got to stay with it. When there is
4 some like action, when we hear that, that's when you
5 put the life jacket and hat and everything, so we just
6 leave it in the corner and then we don't know at that
7 time how long is the spaces of time, so there is --
8 they call the passengers, they were announcements. I
9 cannot tell you exactly who made the first
10 announcement, but anyway there was announcements
11 concerning guests to go to the muster stations as well,
12 because at that time the crew is ready, the main crew
13 has passed check. That is on International, so is me
14 and (inaudible) there were three, that is my place.

15 Q So now the passengers are being mustered.
16 What else is going on?

17 A Then there is announcements and because I'm
18 on stair tower three and the gangway was set up there
19 already, so some people like medical staff I guess,
20 some people they can with the stretchers and things.
21 They took a few crew members out, so they went through
22 stair tower three when it was our station, but we were
23 just there on standby and just making sure that the
24 guests are on the muster stations and the people that
25 need medical assistance, they used (inaudible) first on

1 the stretchers.

2 Q And the people you saw leaving by stretchers,
3 the men carrying the stretchers, were they ship or
4 shore side men?

5 A No, shore side, because they brought some
6 light metallic ones, like you put up and then just put
7 down. I don't know, I'm not familiar with the medical
8 staff. Sorry.

9 Q You're describing a gurney, a stretcher that
10 goes up and down?

11 A I don't know how you call it.

12 Q It's a gurney.

13 A I don't know anything about medical stuff,
14 sorry.

15 Q So they're on and off. Since you're at stair
16 tower three, did you see this happen many times that
17 people were -- crew members were taken off?

18 A A few times, I cannot count how many.

19 Q Did anyone ask what was going on?

20 A No, because all the crew members were quiet
21 and were calm, no problem from the crew. I mean all
22 the crew, the ones that I saw there, everybody was
23 okay. We just awaiting orders after we are done with
24 our safety duty.

25 We saw these people, we always of course

1 understand these people is the first ones to get
2 priority. They were taken out, then more
3 announcements, more announcements, then there was
4 another announcement informing the guests to go back to
5 the cabins, get their belongings and start to
6 disembark.

7 So then I stay there and I saw passengers
8 going, because of course during the whole week they
9 always show the ID, the security card and I were
10 telling oh, no, go ahead, go ahead, go ahead.

11 So I was checking the debarkation from the
12 guests. Everybody very good, everybody cooperate, no
13 hysterical people, no panic people, no.

14 Q So when the passengers were told to go back
15 to their cabins, can you recall, were they told to get
16 their luggage or --

17 A Belongings, I think so.

18 Q Personal belongings. So they got their
19 personal --

20 A Because all the luggage is already -- they
21 left already by 3:00, so all the luggage is already
22 ready, but of course they say carry ons, back packs,
23 things like that.

24 Q So did you see the passengers carrying carry
25 ons, back packs, things like that?

1 A Just things like they don't put because of
2 course regular debarkation procedures, they leave all
3 the luggage outside, the luggage that they want us to
4 take for them out of the terminal.

5 Q And you mentioned 3:00, so all of that --

6 A By 3:00 is regular things when they have to
7 leave the luggage outside so housekeeping can collect
8 all the luggage and have it ready.

9 Q Between 3:00 and when is all that luggage
10 collected by housekeeping?

11 A They can leave it after 9:00, 10:00, because
12 we don't know what time people goes to bed, so in the
13 evening when they are ready with the luggage, just put
14 the color tag and everything outside the cabin, but the
15 latest is by 3:00.

16 Q By when is all that luggage gone?

17 A Now we have to get clearance with Immigration
18 and with Customs, you know, chief pursers is in charge
19 of that, then they tell us at what time we can start
20 off loading the luggage.

21 Q So passengers have now gone to their cabins,
22 they're coming back up and you're at stairway three.

23 A I am.

24 Q You mentioned a card, a swipe card?

25 A Yes. No, nothing. Nothing because they were

1 not ready because they don't know exactly how we are
2 disembarking, but at this time is like boom, boom,
3 everybody chop chop, because we don't know. So just go
4 ahead, go, go, go, go. Few people ask for the
5 passports because they are non-U.S., we tell them is
6 already at the terminal with the purser and the purser
7 will not have the passports.

8 Q Your pursers?

9 A No, I'm not purser, I'm front office in the
10 hotel.

11 Q But did the pursers go out?

12 A Yeah, because I went there, I saw myself the
13 pursers going out with the passports and of course they
14 told me, if somebody ask for the passports, tell them
15 that it's at terminal. So few people asked me for that
16 and I tell them, don't worry, go ahead and have a nice
17 day, bye, bye.

18 Q So the pursers department from the ship had
19 already gone ashore.

20 A With the passports.

21 Q Did they do that while you were at stairway
22 three?

23 A Because my stair tower is three, that is my
24 station for the emergency. And then there is gangway
25 and the gangway was open, so basically it was on my

1 area when the debarkation and everything happens

2 Q Right.

3 A But we have another gangway and stair tower
4 on Norway Deck stair one.

5 Q Stairway number one.

6 A Stair tower number one in the Norway forward,
7 that's another, but I was here, so I don't know what is
8 going on out there.

9 Q But the pursers that left the ship with the
10 passports --

11 A They went through --

12 Q They checked with you?

13 A No, they didn't check with me. I saw them
14 passing by because I was there.

15 Q And they said Caroline, if anyone is looking,
16 we have them?

17 A We have the passports already.

18 Q Do you know how many pursers went ashore?

19 A No.

20 Q Male, female?

21 A I don't know who it was, no. I know they are
22 pursers and there are not that many, but I cannot
23 remember exactly which one is the one that I saw.

24 Q Now the pursers went ashore, passengers are
25 coming up and disembarking, so they're coming from

1 above you and below you to stairway three at Norway
2 Deck and going off.

3 A Well, below not that much, because below is
4 the Windjammer and in that stair tower there is no
5 (inaudible) so I would say more is like coming here or
6 coming there, I don't know, but it wasn't like coming
7 down there.

8 Q Most were coming down. Was anyone counting?
9 Were you counting these passengers?

10 A Not me.

11 Q Was anyone there counting that you can
12 remember?

13 A I cannot say. It was not me, I don't know
14 who it was.

15 Q You're still there. Did you notice that
16 there were more or less passengers leaving the ship?
17 When did the passengers stop leaving the ship, do you
18 recall?

19 A When did passengers stop leaving the ship?

20 Q Did you see the time?

21 A No.

22 Q Did anyone call you and ask do you see any
23 more passengers?

24 A There is announcements saying please
25 disembark at this time, but I don't remember this.

1 Q So then you're there at stairway three. Did
2 anyone else come down to stairway three?

3 A Where I stand the standby, that is our
4 location, all of us, we were there.

5 Q Did anyone else come there that you can
6 recall?

7 A Maybe, but I cannot say.

8 Q But as a zone leader, they would have
9 reported to you.

10 A But that part was done already, because we
11 already gave back the clip boards and everything.

12 Q Right. So you're the zone leader for that
13 whole area.

14 A With regards to stair tower three, yes. But
15 we (inaudible) report, that part was okay. Then we did
16 debarkation of the passengers.

17 Q As the zone leader and you're on the stair
18 tower, if crew members started coming to the stairway
19 that didn't belong there, what would you do?

20 A But it didn't happen that day.

21 Q Okay, but if they did?

22 A Well, we just -- everybody carries the --

23 Q Card.

24 A Exactly, a safety card, so okay, you are
25 here, okay your station is here then.

1 Q And you would tell them to go there?

2 A Yeah. But it never happens. Really
3 everybody knows exactly where they have to stand at for
4 the position. Not even in the other business,
5 everybody knows what is their location.

6 Q Is the hotel director down in that area too
7 at that time? Isn't the office right there?

8 A He's in his office.

9 Q The office is right down by that area?

10 A His office is right there, I saw him check
11 in, as well as assistant hotel director.

12 Q Do you remember if the cruise director was
13 down in that area too?

14 A No, but I heard he voice on the
15 announcements.

16 Q So the hotel director is in his office, the
17 cruise director is on the bridge, as far as you know,
18 making announcements.

19 A I don't know where he was, but I heard his
20 announcements. Logical thing is that the announcements
21 are (inaudible) or the information list.

22 Q Did you see any other cruise staff down in
23 that area?

24 A When we were disembarking people, Sandra, the
25 assistant cruise director, she was with me there, just

1 helping with --

2 Q All the passengers are gone, you don't see
3 any more passengers. Now what happens?

4 A Then is sound for crew to go to their station
5 on the Olympic Deck.

6 Q And do you go as well?

7 A Yes.

8 Q So you go up to --

9 A All of us. All of us, we went there because
10 we was assigned, so we just follow what we have been
11 trained for.

12 Q All go to Olympic Deck and now what happens?
13 You heard the announcement or you heard the signal?

14 A The signal. The long signal.

15 Q Was there an announcement before?

16 A I cannot tell.

17 Q So you heard the signal and you go up.

18 A Everybody goes to Olympic Deck.

19 Q Now what happens?

20 A We stay there, we stay there.

21 Q Do you still have your radio with you?

22 A Yes.

23 Q Can you recall hearing any communication,
24 discussion about crew members leaving the ship when
25 they were supposed to muster at the abandon ship

1 signal?

2 A No. I didn't hear that, but because my
3 station is this side, the port side, so we saw a few
4 crew members by the grass and is people that was
5 helping either with wheelchairs or helping bring in
6 water to the passengers.

7 Q So you saw people --

8 A When we were all lined in our stations we saw
9 a few people out there, a few crew members.

10 Q You're at your muster station, is another
11 muster taken of all the crew members? When you are at
12 your life boat station?

13 A Yes.

14 Q Do they muster you again?

15 A Once we are there? What?

16 Q Is someone counting you now again?

17 A Oh, yes. Of course. Of course. Yes. Is
18 the second steward is the one that check us. We all
19 report to him, he take notes and then --

20 Q Was everybody there?

21 A I cannot tell, because I'm not the one
22 checking. I report myself and you always know who is
23 on your station and I was familiar with all the faces,
24 but --

25 Q So now what happens? Everyone has reported

1 in.

2 A Now we just wait there, wait there, wait
3 there until they just release us.

4 Q And then did you go to the --

5 A I went just downstairs to (inaudible) it was
6 something else I could do in that area and then I just
7 went back to the desk.

8 Q Do you recall any passengers being upset?

9 A No and my position there is always
10 complaining, but this time everybody was like -- as I
11 say, very cooperative, I never encounter any upset
12 guests or anything. Everything was leaving, leaving,
13 leaving. They cannot fast debarkation, obviously, but
14 no concern at all.

15 Q Other than the purses that you saw going
16 ashore, did you see any other crew go ashore?

17 A By that time no, I just saw a few of our boys
18 helping with wheelchairs at the time that people was
19 disembarking.

20 Q Did you see any shore side Norwegian Cruise
21 Lines company personnel coming on board the ship?

22 A At the time that I was there?

23 Q At your stairwell.

24 A It was more passengers coming out, out, out.
25 But when we were in your station, because is forward,

1 we saw a few people from the office up there, outside
2 the bridge.

3 Q Outside the bridge, but they were on the
4 bridge wing? They were on the ship? You saw people
5 from the office on the ship or ashore?

6 A No, out there, there is a few people.

7 Q Up by the bridge on the ship?

8 A But outside. I mean the bridge is closed and
9 there is some outside area.

10 Q Wings.

11 A So they were there, but it's just at the time
12 that we are in our station.

13 Q Can you recall who they were?

14 A You know that they are from the office, but
15 you don't know who they are.

16 Q Tie, jacket, but you know they're from the
17 office.

18 A Yeah.

19 MR. WALSH: Thank you very much. Not so
20 fast. Johannas?

21 MR. KERSON: No, I have no questions.

22 MR. WALSH: Juan?

23 MR. TORRES: I just have a question here.

24 EXAMINATION

25 BY MR. TORRES:

1 Q Did you have a watch on when you were
2 (inaudible)?

3 A I don't think so, because I get dressed kind
4 of quick and I just left my -- so I don't think that I
5 put any jewelry on or anything at that time.

6 Q At the time that you arrived, that you heard
7 the announcement, did you have more or less an
8 estimation of what time you heard that announcement?
9 The Code Alpha?

10 A No. I didn't check any time, believe me.
11 No.

12 Q I'm just trying to get a time line here.

13 A Sorry.

14 EXAMINATION

15 BY MR. WALSH:

16 Q Caroline, before you leave, could you say
17 your name slowly again, since we didn't get it on tape,
18 your crew number and safety number please?

19 A And Carolina Clareho. Crew number 381 and my
20 safety number is 374.

21 Q And your job on board is?

22 A Front office manager.

23 Q And you've been with Norwegian Cruise Lines
24 since?

25 A November 1999.

1 Q And you received crowd and crisis training
2 last in what year?

3 A I know that is when I was on the Sky.

4 Q So over 12 months ago.

5 A Yes.

6 Q And you're in charge of 13 people.

7 A Yes.

8 Q You have training in hospitality, you're from
9 Bogota, Columbia.

10 A Yes.

11 Q You had three days of training prior to
12 becoming an assistant purser shore side in Miami.

13 A There was a training from the office.

14 Q Shore side. And you've had safety training
15 and crowd and crisis control training when you --

16 A And a lot of courses, all of the ones that we
17 have to attend, I did all of those already.

18 Q Anybody that comes on board the ship that
19 works for you can follow up with the safety manager on
20 their --

21 A E-mail. Always is e-mail, so you can check.

22 Q Always e-mails.

23 A When you sign on, we always have the list
24 when they have to attend, yes.

25 MR. WALSH: I think that covers it, just so

1 we have a baseline for her. Is that good? That
2 concludes the interview. Thank you very much.

3 (Whereupon, the interview was concluded.)
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